

II. Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

CLAIMS

1 1. (Currently amended) A method for providing information for the remote support
2 of one or more devices connected to a computer, comprising:
3 installing an information harvester and a formatter on the computer;
4 using the information harvester, enumerating, identifying, and testing at least some of
5 the devices connected to the user's computer, ~~the one or more devices~~ using the standard
6 APIs of the operating system installed on the computer to execute at least some of the testing
7 steps, and collecting information about the devices and any results of the testing;
8 formatting at least some of the collected information for display to the user and
9 presentation to a support specialist;
10 displaying the formatted information as part of a user display also having provision
11 whereby a user may enter additional comments about device problems into the user display;
12 if a user so chooses, collecting any comments that the user provides and sending the
13 combined formatted collected information and the collected user comments to a support
14 specialist by means of a network transport mechanism such as e-mail, TCP, or the like.

1 2. (Currently amended) The method of claim 1, wherein the using the information
2 harvester step further comprises:
3 using a ~~[[an]]~~ network browser located on the user's computer to run the information
4 harvester as a ~~[[an]]~~ network browser application.

1 3. (Cancelled)

1 4. (Currently amended) The method of claim 1 ~~[[3]]~~, wherein
2 the using an information harvester step further comprises outputting the results of
3 enumeration and testing to a file;
4 the formatting, displaying, collecting and sending steps further comprise ~~[[:]]~~ reading
5 the file, formatting at least some of the XML formatted data it contains, and then displaying

6 the formatted data as part of a document suitable for user display and including at least one
7 text entry window or other user input arrangement into which a user may add additional
8 comments: and

9 if the user so chooses, sending this document, complete with any added user
10 comments, to a support specialist.

1 5. (Original) The method of claim 4, the sending step further comprising:
2 sending the collected information from the user's computer to a server; and
3 sending the collected information from the server to the support specialist.

1 6. (Original) The method of claim 1, the sending step further comprising:
2 sending the collected information from the user's computer to a server; and
3 sending the collected information from the server to the support specialist.

1 7. (Original) The method of claim 1, further comprising:
2 formatting the user display as a document; and
3 if a user so chooses, sending this document to a support specialist as an e-mail
4 attachment.

1 8. (Currently amended) The method of claim 7, the sending step further comprising:
2 sending the e-mail and its attachment from the computer to a server; and
3 forwarding the e-mail and its attachment, or sending another e-mail with this same
4 attachment, from the server to the support specialist.

1 9. (Original) The method of claim 1, the sending step further comprising:
2 sending the combined formatted collected information and the collected user
3 comments from the user's computer to a server by means of a network transport mechanism;
4 and
5 sending this same information and comments from the server to the support specialist
6 also by means of a network transport mechanism.

1 10. (Currently amended) A system for providing information for the remote support
2 of one or more devices connected to a computer having an operating system, said system
3 comprising:

4 an information harvester installed on the computer and arranged to identify and test
5 the one or more devices and to collect information about the devices and the testing, the
6 information harvester comprising

7 a device enumerator that enumerates and identifies the devices connected to
8 the user's and

9 a device tester that determines whether any given device is working properly
10 and using the standard APIs of the computer's operating system to perform at least
11 some of the device tests;

12 a formatter installed on the computer and arranged to reformat the collected
13 information into a format suitable for display to a user and presentation to a support
14 specialist;

15 a [[an]] network browser installed on the computer that can display web network
16 pages;

17 one or more web network pages installed on the computer and arranged to permit the
18 network browser both to display the reformatted collected information and also to accept
19 additional comments from a user; and

20 a user sender that can, at the option of a user, send one or more web network pages,
21 complete with reformatted collected information and any additional comments from a user, to
22 a support specialist by means of a network transport mechanism such as e-mail, TCP, or the
23 like.

1 11. (Original) The system of claim 10, wherein the information harvester and
2 formatter are designed so that they may run under the control of the network browser.

1 12. (Currently amended) The system of claim 11, wherein
2 ~~the information harvester includes a device enumerator that identifies the devices~~
3 ~~connected to the user's computer and a device tester that determines whether any given~~
4 ~~device is working properly, and~~

5 the information harvester is designed to output a file containing XML formatted data
6 indicating the results of enumeration and testing,

7 the formatter reads the file, reformatting at least some of the XML formatted data it
8 contains, and

9 the one or more web pages incorporate the formatted data from the file as the
10 reformatted collected information that is displayed.

1 13. (Cancelled)

1 14. A system for providing information for the remote support of one or more devices
2 connected to a computer, said system comprising:

3 information harvesting means for identifying and testing the one or more devices and
4 for collecting information about the devices and the testing, the information harvesting means
5 comprising

6 device enumerator means for identifying the devices connected to the user's
7 computer and

8 device tester means for determining whether any given device is working
9 properly and using the standard APIs of the computer's operating system to perform at
10 least some of the device tests;

11 formatting means for reformatting the information collected by the harvesting
12 means for display to a user and for presentation to a support specialist;

13 a [[an]] network browser installed on the computer with the capability of displaying
14 network pages;

15 network page display means utilizing the network browser for displaying one or more
16 network pages containing the formatted information, the network pages including user data
17 input means for accepting comments from a user; and

18 user sending means for, at the option of the user, sending the reformatted collected
19 information and any additional comments provided by the [[a]] user to a support specialist by
20 means of a network transport mechanism such as e-mail, TCP, or the like.